

JOB TITLE: Programs Intake Administrative Assistant

REPORTS TO: Program Manager

DEPT: Programs

SCHEDULE: Monday-Wednesday, Friday; 8a-2p

REVISED: 07/30/2025

The Winston-Salem Rescue Mission (WSRM) is helping our hurting neighbors find hope and healing through the transforming gospel of Jesus Christ. WSRM considers every position one of ministry and a vital and valued part of our staff. Therefore, it is essential that all employees of WSRM have a personal relationship with Jesus Christ and subscribe to our Mission, Core Values, and Statement of Faith.

SUMMARY OF POSITION:

This position will provide support for the Winston-Salem Rescue Mission Programs department. Programs is dedicated to helping men seeking to be free from drug and alcohol addictions as well as other life struggles. The Programs Intake Administrative Assistant will work closely with Program management and staff, and is instrumental in the success of the intake process, work therapy, and other administrative tasks.

*****This is a part-time, non-exempt, non-benefitted, three-year grant funded position.**

DUTIES AND RESPONSIBILITIES

Intake Coordination:

- Responding promptly and courteously to inquiries regarding potential client admissions via phone and email.
- Collecting and distributing intake applications and ensuring their timely processing.
- Coordinating with clients and referents to facilitate the intake application process.
- Performing initial screenings to assess program appropriateness and gather necessary information.
- Scheduling intake appointments, initial assessments, and follow-up appointments, maximizing efficient utilization of case managers and clinician schedules.
- Managing waiting lists and scheduling appointments for intakes.

Administrative Support:

- Performing general secretarial and clerical duties including typing, minute-taking, photocopying, faxing, and taking messages.
- Maintaining and updating digital and physical filing systems, client records, and databases.
- Preparing reports, presentations, and other necessary documents.
- Managing timesheets and providing administrative support for other areas in programs as needed.

Client and Stakeholder Engagement:

- Providing excellent customer service and timely responses to both internal staff and external stakeholders, representing the organization professionally.
- Verifying income and assisting with program fees information for clients.
- Maintaining confidentiality of all client information.

Compliance and Safety:

- Ensuring strict adherence to professional standards, relevant legislation (such as HIPAA), organization policies and procedures.
- Actively participating in maintaining a safe work environment.

EDUCATION/EXPERIENCE:

High school diploma or GED required and at least 2 years of administrative experience in an administrative role, preferably within a nonprofit, addiction recovery, healthcare, or behavioral health setting. Associate's degree in a relevant field such as psychology, social work, or office administration and experience with Mission Tracker and Sales Force preferred. An equivalent combination of education and experience may be

considered.

SKILLS & QUALIFICATIONS:

- Excellent communication and interpersonal skills, both verbal and written.
- Strong organizational and time management abilities.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and Google Suite.
- Ability to maintain confidentiality and handle sensitive information with discretion. Working knowledge and understanding of HIPAA.
- Compassion, empathy, and patience when interacting with individuals experiencing substance abuse and their families.
- Excellent customer service, data entry skills, and attention to detail
- Scheduling and calendar management
- Filing and record keeping, note taking
- Problem solving and adaptability

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

| | | | |
|-----------|--------------|----------|-----------------------------|
| Standing: | Occasionally | Lifting: | Occasionally, up to 25 lbs. |
| Climbing: | Occasionally | Walking: | Frequently |

The work is typically performed in an office environment while sitting, standing, or stooping. The employee occasionally lifts light and heavy objects, weighing up to 25 pounds.

Employee Signature

Date